

**City of Sunnyvale**  
**Program Performance Budget**

**Program 245 - Neighborhood Preservation**

**Program Performance Statement**

Promote attractive and well maintained residential and non-residential properties and neighborhoods, and discourage neighborhood decline, by:

- Resolving property maintenance violations in accordance with the Sunnyvale Municipal Code, and
- Providing education, outreach, and resources to the community to foster attractive neighborhoods and prevent neighborhood deterioration.

**Notes**

1. The Neighborhood Preservation Specialists need to be up to date on critical code enforcement issues, laws, practices, and strategies. This can be accomplished by sending two out of the five staff members each year to the California Association of Code Enforcement (CACE) conference. The CACE conference is a three day conference that costs approximately \$1,000 per person. Each Neighborhood Preservation Specialist also attends 1 to 2 days of periodic regional trainings and seminars during the year.
2. The budget for activity 245370 - "Support Administrative Citation, Abatement Order, or Compliance Order Processes" is increased by \$7,000 in Fiscal Year 2006/07 for abatement costs by contract. Abatement costs are recoverable from the property owner(s). These costs were previously budgeted in a special project (824080) but are now transferred to the operating program.

# **City of Sunnyvale** **Program Performance Budget**

## **Program 245 - Neighborhood Preservation**

### **Program Measures**

#### **Quality**

	<b>Priority</b>	<b>2006/2007 Adopted</b>	<b>2007/2008 Current</b>
* Single family residential properties meet community standards for property maintenance. <b>- Percent of Properties</b> - Number of Properties Surveyed	I	<b>92.00%</b> 21,068.00	<b>92.00%</b> 21,068.00
* Annual resident satisfaction survey respondents state that code enforcement issues are not a serious problem in their neighborhood. <b>- Percent of Residents Satisfied</b>	I	<b>80.00%</b>	<b>80.00%</b>
* Annual resident satisfaction survey of each neighborhood meets or exceeds a minimum level of satisfaction with code enforcement. <b>- Percent of Residents Satisfied</b>	I	<b>70.00%</b>	<b>70.00%</b>
* Properties in a completed Neighborhood Enhancement Program meet neighborhood standards for property maintenance. <b>- Percent of Properties</b> - Number of Properties In a Completed Neighborhood Enhancement Program	I	<b>92.00%</b> 200.00	<b>92.00%</b> 200.00
* Property owners within a completed Neighborhood Enhancement Program make improvements to their properties over and above code compliance requirements. <b>- Percent of Properties</b> - Number of Properties In a Completed Neighborhood Enhancement Program	D	<b>20.00%</b> 200.00	<b>20.00%</b> 200.00
* Cases with high priority violations, as rated by City Council, are proactively enforced. <b>- Percent Proactively Enforced</b>	D	<b>15.00%</b>	<b>15.00%</b>
* Sign enforcement cases are proactively enforced. <b>- Percent Proactively Enforced</b> - Number of Sign Code Enforcement Cases	D	<b>90.00%</b> 400.00	<b>90.00%</b> 400.00

#### **Productivity**

* Code enforcement cases are in compliance within 30 days of receipt of complaint. <b>- Percent of Cases in Compliance</b> - Number of Code Enforcement Cases	C	<b>85.00%</b> 2,433.00	<b>85.00%</b> 2,433.00
* Complaints are investigated within three (3) business days of receipt of complaint. <b>- Percent Investigated</b> - Number of Complaints	I	<b>90.00%</b> 2,433.00	<b>90.00%</b> 2,433.00

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**Program Measures**

**Financial**

\* Actual total expenditures for Neighborhood Preservation will not exceed planned program expenditures.

**- Total Program Expenditures**

<b>Priority</b>	<b>2006/2007 Adopted</b>	<b>2007/2008 Current</b>
C	\$785,083.00	\$798,977.00

**Priority Legend**

M: Mandatory  
C: Council Highest Priority  
I: Important  
D: Desirable

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**Program 245 - Neighborhood Preservation**

**Service Delivery Plan 24503 - Code Enforcement**

Resolve property-maintenance nuisances throughout the community, by:

- Providing education and assistance, and
- Conducting progressive enforcement, when necessary.

**Notes**

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**Service Delivery Plan 24503 - Code Enforcement**

	<b>2006/2007 Adopted</b>	<b>2007/2008 Current</b>
<b>Activity 245310, 245311 - Achieve Code Compliance</b>		
Product: A Case Closed		
Costs:	\$417,335	\$423,048
Products:	2,500	2,500
Work Hours:	6,823	6,823
 Product Cost:	 \$166.93	 \$169.22
Work Hours/Product:	2.73	2.73
 <b>Activity 245350 - Monitor Compliance With Land Use Permit Conditions</b>		
Product: A Permit Reviewed		
Costs:	\$4,862	\$4,931
Products:	57	57
Work Hours:	75	75
 Product Cost:	 \$85.29	 \$86.51
Work Hours/Product:	1.32	1.32
 <b>Activity 245360 - Respond to Information Requests</b>		
Product: A Request Answered		
Costs:	\$62,589	\$63,532
Products:	1,600	1,600
Work Hours:	1,000	1,000
 Product Cost:	 \$39.12	 \$39.71
Work Hours/Product:	0.63	0.63

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**Service Delivery Plan 24503 - Code Enforcement**

	<b>2006/2007 Adopted</b>	<b>2007/2008 Current</b>
<b>Activity 245390 - Provide Management and Supervisory Services</b>		
Product: A Work Hour		
Costs:	\$51,402	\$53,992
Products:	615	615
Work Hours:	615	615
Product Cost:	\$83.58	\$87.79
Work Hours/Product:	1.00	1.00
<b>Activity 245370, 245371 - Support Administrative Citation, Abatement Order, or Compliance Order Processes</b>		
Product: A Citation or Order Issued		
Costs:	\$96,025	\$97,978
Products:	85	85
Work Hours:	1,280	1,280
Product Cost:	\$1,129.71	\$1,152.69
Work Hours/Product:	15.06	15.06
<b>Activity 245270 - Receive Staff Training and Development</b>		
Product: A Training Hour		
Costs:	\$44,626	\$45,332
Products:	610	610
Work Hours:	610	610
Product Cost:	\$73.16	\$74.31
Work Hours/Product:	1.00	1.00
<b>Totals for Service Delivery Plan 24503 - Code Enforcement</b>		
<b>Costs:</b>	<b>\$676,839</b>	<b>\$688,813</b>
<b>Hours:</b>	<b>10,403</b>	<b>10,403</b>

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**Service Delivery Plan 24504 - Neighborhood Enhancement**

Provide education, outreach, and resources to the Community to foster attractive neighborhoods and prevent neighborhood deterioration, by:

- Conducting concentrated code enforcement and implementing improvement plans in targeted areas, and
- Supporting neighborhood clean-up programs and events.

**Notes**

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**Service Delivery Plan 24504 - Neighborhood Enhancement**

	<b>2006/2007 Adopted</b>	<b>2007/2008 Current</b>
<b>Activity 245410 - Work with Targeted Neighborhoods to Improve Properties</b>		
Product: A Property Improved		
Costs:	\$85,179	\$86,815
Products:	122	122
Work Hours:	1,220	1,220
Product Cost:	\$698.19	\$711.60
Work Hours/Product:	10.00	10.00
<b>Activity 245420 - Provide Outreach and Education</b>		
Product: A Meeting or Event Supported		
Costs:	\$9,422	\$9,556
Products:	11	11
Work Hours:	150	150
Product Cost:	\$856.58	\$868.76
Work Hours/Product:	13.64	13.64
<b>Activity 245430 - Organize and Attend Neighborhood Clean-ups</b>		
Product: A Clean-up Held		
Costs:	\$13,642	\$13,793
Products:	10	10
Work Hours:	225	225
Product Cost:	\$1,364.25	\$1,379.27
Work Hours/Product:	22.50	22.50
<b>Totals for Service Delivery Plan 24504 - Neighborhood Enhancement</b>		
<b>Costs:</b>	<b>\$108,243</b>	<b>\$110,164</b>
<b>Hours:</b>	<b>1,595</b>	<b>1,595</b>



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		<b>2006/2007</b>	<b>2007/2008</b>
		<b>Adopted</b>	<b>Current</b>
		<hr/>	<hr/>
<b>Totals for Program 245</b>	<b>Costs:</b>	<b>\$785,083</b>	<b>\$798,977</b>
	<b>Hours:</b>	<b>11,998</b>	<b>11,998</b>

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